

550.00

FILED

11/15

2022 JUL 27 PM 3:18

IN THE COURT OF COMMON PLEAS
CLERMONT COUNTY, OHIO

BARBARA A. WIEDENBEIN
CLERK OF COMMON PLEAS
CLERMONT COUNTY, OH

CHAD A. MURRAY
5169 KY Highway 1992
Warsaw, KY 41095
Plaintiff,

vs.

KEYSTONE RV COMPANY
2642 Hackberry Drive
Goshen, IN 46526
and
HOLMAN MOTORS, INC.
4387 Elick Lane and State Route 32
Batavia, OH 45103
Defendants

Case No.:

2022 CVH 00701 JUDGE BROCK

Judge:

COMPLAINT

(Jury Demand Endorsed Hereon)

Now comes Plaintiff, Chad A. Murray, by and through undersigned counsel and states as follows:

BACKGROUND

1. Plaintiff, Chad A. Murray, is an adult individual citizen and legal resident of the State of Kentucky, residing at 5169 KY Highway 1992, Warsaw, KY 41095.
2. Defendant, Keystone RV Company, is a business corporation qualified to do and regularly conducting business in the State of Ohio, with its principal place of business located in Indiana and can be served at 2642 Hackberry Drive, Goshen, IN 46526.
3. Defendant, Holman Motors, Inc., is a business corporation qualified to do and regularly conducting business in the State of Ohio, with its principal place of

business located in Ohio and can be served at 4387 Elick Lane and State Route 32, Batavia, OH 4513.

4. On or about June 29, 2021, Plaintiff purchased a new 2021 Alpine 3850RD, manufactured and warranted by Defendant, from Holman Motors, Inc. (4387 Elick Lane and State Route 32, Batavia, OH 45103) bearing the Vehicle Identification Number 4YDF3852XME781013 (hereinafter the “vehicle”).
5. The vehicle was purchased or leased in the State of Ohio and is registered in Kentucky.
6. The price of the vehicle and/or the total of payments is approximately \$68,960.02.
7. Plaintiff states that as a result of the ineffective repair attempts made by Defendants, through its authorized dealer(s), the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and hence, the vehicle is worthless and/or substantially impaired.
8. In consideration for the purchase of the above vehicle, Defendants issued to Plaintiff one or more written warranties on particular items.
9. On at least one (1) occasion Plaintiff returned to the dealership for the following issues: the road side front side wall is cracking, kitchen sink drain plug not holding water in the sink, shower door latch defective, ceiling fan screw missing, breaker labeled “vac” does not run the “vac” and loses power, massage and heat option on the chair inoperative, water lines exposed on the outside of kitchen slide out, decal on the front cap peeling, ice maker not working, backsplash melted behind the stove and buckled at the main counter area, ceiling cracked in the living room area, not all LED lights on the awning are working, not all LED lights

on the front cap are working, shower head holder is stripped and not tightening, pantry door has a knick in it, when unit is completely level it will not close properly, staples and nails popping out throughout the unit, some cabinets near the steps have to be closed at the same time to close them properly, cabinet on the left side of the TV not closing properly, steps will not latch and are hard to unlock and bending the door frame, fender skirt on the road side not secure, gutter extension on slide out near entry door installed upside down, front and rear air conditioner units blowing debris inside the camper and not working properly, battery not charging when unhooking the unit from the shore power and towing, trim coming loose, and the backup camera inoperative.

10. Plaintiff notified the Defendant and/or its Authorized Dealer(s) on one or more occasions, and/or formally notified the Defendant by letter of Plaintiff's present intention to revoke acceptance of the vehicle and requested the return of all funds paid toward the vehicle.

COUNT I
OHIO LEMON LAW

11. Plaintiff hereby re-avers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
12. Section 1345.71 through Section 1345.77 of the Ohio Consumer Sales Practices Act is commonly known as, and will hereinafter be referred to as, the "Ohio Lemon Law."
13. Plaintiff is a "Consumer" as defined by R.C. § 1345.71(A).
14. Defendant is a "Manufacturer" as defined by R.C. § 1345.71(B).

15. Defendant provided an “Express Warranty” and a “Warranty” as defined by R.C. § 1345.71 (C).
16. Plaintiff purchased or leased the vehicle from and/or had it serviced at Defendant’s “Authorized Dealer[(s)],” as that term is used throughout R.C. § 1345.71 et seq.
17. Plaintiff reported one or more “nonconformities,” as defined by R.C. § 1345.72 (B) and 1345.71(E), to the manufacturer, through its authorized dealer, within one year and eighteen thousand (18,000) miles of the date of delivery.
18. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the express warranty by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.
19. Plaintiff may satisfy one or more of the presumptions in Section 1345.73.
20. If Defendant maintains a qualified Informal Dispute Resolution Mechanism, Plaintiff has resorted to it at least forty (40) days prior to filing this Complaint and/or has pursued that process to its completion, as required by R.C. § 1345.77 (B) and rules promulgated thereunder.

WHEREFORE, Plaintiff respectfully demands:

1. The “full purchase price” of the vehicle, collateral charges, finance charges, incidental and consequential damages;
2. Costs, including expert witness fees and reasonable attorney’s fees; and
3. For such other relief as this court deems just and proper.

COUNT II
MAGNUSON-MOSS FEDERAL TRADE COMMISSION ACT

21. Plaintiff hereby re-avers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
22. Plaintiff is a “Consumer” as defined by 15 U.S.C. § 2301(3).
23. Defendant is a “Supplier” and a “Warrantor” as defined by 15 U.S.C. § 2301(4) & (5).
24. The vehicle is a “Consumer Product” as defined by 15 U.S.C. § 2301(1).
25. One or more of the warranties given to Plaintiff by Defendant was a “Written Warranty” as defined by 15 U.S.C. § 2301(6) and/or a “Service Contract” as defined by 15 USC § 2301(8).
26. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the written warranty and/or service contract by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.
27. Plaintiff states that Defendant has been afforded a reasonable opportunity to cure the vehicle’s nonconformities pursuant to 15 U.S.C. § 2310 (e).
28. Section 15 U.S.C. § 2310 (d) (1) provides:

Subject to subsections (a)(3) and (e) of this section, a consumer who is damaged by the failure of a supplier, warrantor, or service contractor to comply with any obligation under this chapter, or under a written warranty, implied warranty, or service contract, may bring suit for damages and other legal and equitable relief....
29. As a direct and proximate result of Defendant’s failure to comply with Defendant express written and implied warranties and service contract, Plaintiff has and continues to suffer damages.

30. If Defendant maintain a qualified Informal Dispute Resolution Mechanism, Plaintiff has resorted to it at least forty (40) days prior to filing this Complaint and/or has pursued that process to its completion, as required by 15 U.S.C. § 2310 (a) and rules promulgated thereunder.
31. Pursuant to 15 U.S.C. § 2310 (d)(2), Plaintiff seeks all Costs, including attorney's fees and expert witness fees.

WHEREFORE, Plaintiff respectfully demands:

1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
2. Costs, including expert witness fees and reasonable attorney's fees; and
3. For such other relief as this court deems just and proper.

COUNT III
OHIO UNIFORM COMMERCIAL CODE

32. Plaintiff hereby re-avers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
33. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual and statutory obligations of Defendant, including, but not limited to, the following:
 - a. Express Warranty
 - b. Implied Warranty of Merchantability; and
 - c. Implied Warranty of Fitness for a Particular Purpose.

34. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto, Plaintiff has justifiably relied on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.
35. At the time of delivery of the vehicle and at all times subsequent thereto, Defendant was aware that Plaintiff was relying on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.
36. Plaintiff has incurred damage as a direct and proximate result of the Defendants' breach and failure to honor its express and implied warranties, obligations and representations with regard to the vehicle.
37. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
2. Costs, including expert witness fees and reasonable attorney's fees; and
3. For such other relief as this court deems just and proper.

COUNT IV
IMPLIED WARRANTY IN TORT

38. Plaintiff hereby re-avers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
39. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual, statutory and/or common law obligations of Defendant, including, but not limited to, the following:

- a. Implied Warranty of Merchantability sounding in Tort; and
 - b. Implied Warranty of Fitness for a Particular Purpose sounding in Tort.
40. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto, Plaintiff has justifiably relied on Defendant's implied warranties, obligations and representations with regard to the vehicle.
41. At the time of delivery of the vehicle and at all times subsequent thereto, Defendant was aware that Plaintiff was relying on Defendant's implied warranties, obligations and representations with regard to the vehicle.
42. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its implied warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
2. Costs, including expert witness fees and reasonable attorney's fees; and
3. For such other relief as this court deems just and proper.

COUNT V
OHIO CONSUMER SALES PRACTICES ACT

43. Plaintiff hereby re-avers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
44. Section 1345.01 et seq. is commonly known as, and will hereinafter be referred to as, the "Ohio Consumer Sales Practices Act" or "CSPA."
45. Plaintiff is a "Person," as defined by R.C. § 1345.01 (B).
46. Defendant is a "Supplier" and "Person" as defined by R.C. § 1345.01 (C) & (B).

47. Plaintiff's purchase of the vehicle is a "Consumer Transaction" as defined by R.C. § 1345.01 (A).

UNFAIR, DECEPTIVE OR UNCONSCIONABLE ACTS GENERALLY

48. In connection with said transaction, Defendant committed unfair, deceptive and unconscionable acts and practices in violation of R.C. § 1345.02 and R.C. § 1345.03.

Said acts and practices include, but are not limited to, the following:

49. Defendant's representation that the vehicle contained a valid warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was untrue.
50. Defendant's representation that the vehicle contained, as a remedy, an effective warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was false.
51. Defendant's representation that the vehicle would have the natural benefits of being fit for its intended and ordinary purposes and merchantable, was untrue.
52. Defendant's representation that the vehicle was fit for ordinary purposes, was untrue.
53. Defendant's representation that the vehicle was merchantable was untrue.
54. Defendant's violation of the Ohio Lemon Law constitutes an unfair, deceptive and/or unconscionable sales practice.
55. Defendant knowingly committed all of the above referenced unfair, deceptive and unconscionable acts and practices.

ACTS DECLARED UNFAIR, DECEPTIVE OR UNCONSCIONABLE
BY ATTORNEY GENERAL RULES

56. In connection with said transaction, Defendant committed acts and practices that have been declared to be unfair, deceptive or unconscionable by rules adopted pursuant to R.C. § 1345.05 (B)(2).

57. Said acts and practices were committed after such rules were made available for public inspection pursuant to R.C. § 1345.05 (A)(3).

Said acts and practices include, but are not limited to, the following:

58. Defendant never disclosed any defects in connection with the sale of the vehicle, as required by O.A.C. 109:4-3-16 (B)(14).

59. Defendant may have violated the Motor Vehicle Repairs and Services Rule by failing to comply with all the requirements of O.A.C. § 109:4-4-05, 109:4-3-13 and R.C. 1345.74.

60. Defendant knowingly committed all of the above referenced unfair, deceptive and unconscionable acts and practices.

ACTS DECLARED UNFAIR, DECEPTIVE OR UNCONSCIONABLE
BY OHIO COURTS

61. In connection with said transaction, Defendant committed acts and practices that have been declared violations of R.C. § 1345.02 and/or R.C. § 1345.03 by Courts of the State of Ohio.

62. Said acts and practices were committed after such court decisions were made available for public inspection pursuant to R.C. § 1345.05 (A)(3).

Said acts and practices include, but are not limited to, the following:

63. Defendant, who had a legal obligation to Plaintiff under the written warranty, breached, avoided and/or attempted to avoid its obligations to the Plaintiff, which

has been declared a violation of the CSPA in Brown v. Spears, No. 8897 (Muni, Franklin 1979); Brown v. Lyons, 322 N.E.2d 380 (CP, Hamilton 1974) and related cases.

64. Defendant exhibited a pattern of inefficiency, stalling and/or incompetency with regard to its warranty repair work, which is behavior declared a violation in Brown v. Lyons, 322 N.E.2d 380 (CP Hamilton 1974); Pearson v. Tom Harrigan Oldsmobile-Nissan, Inc., No. 12411, 1991 WL 214228 (2d Dist. Ct. App., Montgomery, 1991); and Brown v. Spears, No. 8897 (Muni, Franklin 1979).
65. Defendant failed to honor its implied warranty of merchantability, which was declared a violation of the CSPA in Brown v. Lyons, 322 N.E.2d 380 (CP, Hamilton 1974).
66. Defendant refused to accept Plaintiff's revocation of acceptance of goods, which was declared to be a violation in Holsinger v. Krystal Klear Sales & Service, Inc., No. 91-CV-55 (CP, Meigs 1991) and Price v. Humphries Auto City, Inc., No. 7-89-CVE-243 (Muni, New Philadelphia 1990).
67. Defendant knowingly committed all of the above referenced unfair, deceptive and unconscionable acts and practices.

WHEREFORE, Plaintiff respectfully demand:

1. Judgment against Defendant in an amount equal to three times Plaintiff's actual damages in excess of \$25,000.00 and/or the statutory minimum of \$200 for each additional unlawful act specified, over and above any treble damage award;
2. Costs, including expert witness fees and reasonable attorney's fees;
3. A declaratory judgment that Defendant's practices herein complained of are unfair, deceptive and/or unconscionable; and
4. For such other relief as this court deems just and proper.

Respectfully submitted,

/s/ Timothy J. Abeel, Jr.

Timothy J. Abeel, Jr. (Ohio Bar #100473)

20 S. Third Street, Suite 210

Columbus, OH 43215

Phone: (888) 830-1474

Fax: (888) 979-8403

Email: tim@timothyabeel.com

Counsel for Plaintiff

JURY TRIAL

A trial by jury in the within action is hereby demanded on all issues except the determination of reasonable attorney's fees and costs and the determination of which damages shall be trebled, which are reserved for determination by the Court in the event that Plaintiff prevails at a trial on the merits.

/s/ Timothy J. Abeel, Jr.

Timothy J. Abeel, Jr. (Ohio Bar #100473)

20 S. Third Street, Suite 210

Columbus, OH 43215

Phone: (888) 830-1474

Fax: (888) 979-8403

Email: tim@timothyabeel.com

Counsel for Plaintiff

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and accurate copy of Plaintiff's Complaint will be served to all parties through the electronic filing system of the Clermont County Court of Common Pleas and served upon all Defendant by the Clerk via U.S. Certified Mail.

Dated: June 8, 2022

/s/ Timothy J. Abeel, Jr.

Timothy J. Abeel, Jr. (Ohio Bar #100473)

20 S. Third Street, Suite 210

Columbus, OH 43215

Phone: (888) 830-1474

Fax: (888) 979-8403

Email: tim@timothyabeel.com

Counsel for Plaintiff

Please read carefully. This mandatory agreement affects your rights to file a lawsuit.

EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.

HOLMAN AND YOU AGREE THAT CLAIMS MAY ONLY BE BROUGHT IN AN INDIVIDUAL CAPACITY AND IN THE NAME OF THE PURCHASER.

PURCHASE AGREEMENT AND INVOICE

DATE 06/29/2021 SALES PERSON ROBERT ZUIDEMA

SOLD TO CHAD A MURRAY

ADDRESS 5169 KY HIGHWAY 1992

CITY WARSAW COUNTY

STATE KY ZIP 41095

HOME PHONE (859) 445-1462 (859) 393-2325

STOCK # 46817

YEAR 2021 MAKE ALPINE MODEL 3850RD

TRIM SER. NO. 111395

DEPOSIT RECEIPT:

Dealer hereby acknowledges receipt of the sum of \$ N/A as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit/Partial Payment from selling the described vehicle for N/A days. This Deposit/Partial Payment is NOT refundable, subject to the following conditions: N/A

NEGATIVE EQUITY:

I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that \$ N/A of negative equity from my trade-in be included in the cash price of the vehicle.

X

ODOMETER MILEAGE STATEMENT

THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS N/A MILES/KILOMETERS

AND IS ACCURATE UNLESS CHECKED BELOW.

O ODOMETER MILEAGE IS NOT ACCURATE

REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE.

DOES YOUR TRADE VEHICLE HAVE A PREVIOUS SALVAGE OR THEFT TITLE? YES NO X

SIGNATURE DATE

ALL TRADE-INS ARE SUBJECT TO VISUAL INSPECTION BEFORE SALE IS FINAL.

TRADE IN: Year Make Model

I.D. No. MILEAGE

Payoff To Color

Good Til 06/29/2021 Per

Notice to the buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled-in copy of this agreement.

The front and back of this Order and any agreements attached hereto comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. If this agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this order.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. IN THE EVENT THAT A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION TO THE TERM OF THE SERVICE CONTRACT.

The Reynolds and Reynolds Company OK89475 Q (10/98)

CUSTOMER'S COPY

RECEIPT OF A FILLED-IN COPY OF THIS AGREEMENT IS HEREBY ACKNOWLEDGED BY PURCHASER.

I have read, understand and accept all provisions of the Manufacturer's Warranty Statement covering this new vehicle that I am ordering.

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

I agree to pay the difference, (if any) on my payoff if it exceeds N/A or if sales tax is incorrect for county of residence.

PURCHASER

PURCHASER

ACCEPTED BY

FINANCED WITH PARK NATIONAL BANK

BASE PRICE 65145.00

MULTI SEAL 2 AXLE 6000.00

PAINT AND FABRIC 1322.00

AN ARBITRATION AGREEMENT IS INCORPORATED INTO THIS TRANSACTION

CAP INSURANCE 995.00

PRICE OF VEHICLE AND ACCESSORIES 68960.00

DOC FEES 250.00

SALES TAX 4021.00

TITLE/FILING FEES 49.00

EXT. SER. 2838.00

CASH PRICE 75209.00

TRADE-IN N/A

LESS PAYOFF N/A

NET TRADE-IN N/A

CASH RECEIVED 6299.00

FEES N/A

TOTAL DOWN PAYMENT 6299.00

UNPAID BALANCE 68910.00

CREDIT LIFE N/A

ACCIDENT & HEALTH N/A

AMOUNT FINANCED 68960.00

MS OF

OR

HIO TI

N THE

SNTF

ICE:

DE:

ON:

JTH:

WY:

NO:

GN:

PT:

SI:

BI:

T:

S:

D:

K:

Holman Motors, Inc., Arbitration Agreement

Please read carefully. This mandatory agreement affects your rights to file a lawsuit.

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. HOLMAN AND YOU AGREE THAT CLAIMS MAY ONLY BE BROUGHT IN AN INDIVIDUAL CAPACITY AND IN THE NAME OF AN INDIVIDUAL PERSON OR ENTITY; CLAIMS MUST PROCEED ON AN INDIVIDUAL AND NON-CLASS AND NON-REPRESENTATIVE BASIS; AND CLAIMS OF TWO OR MORE PERSONS MAY NOT BE JOINED OR CONSOLIDATED IN THE SAME ARBITRATION UNLESS ARISING FROM THE SAME TRANSACTION. NEITHER YOU NOR HOLMAN MAY PURSUE CLAIMS IN ARBITRATION AS A CLASS ACTION OR PRIVATE ATTORNEY GENERAL ACTION OR OTHER REPRESENTATIVE ACTION NOR MAY ANY SUCH CLAIMS BE PURSUED ON EITHER OF OUR BEHALF IN ANY COURT, INCLUDING ASSIGNED CLAIMS. THE ARBITRATOR SHALL BE AUTHORIZED TO AWARD RELIEF ONLY ON AN INDIVIDUAL AND NON-CLASS AND NON-REPRESENTATIVE BASIS.
3. YOU ACKNOWLEDGE AND AGREE THAT YOU VOLUNTARILY AND KNOWINGLY ENTERED INTO THIS AGREEMENT, which WAIVES YOUR RIGHT TO FILE A LAWSUIT IN COURT (EXCEPT FOR SMALL CLAIMS), AND CHOSE TO PURCHASE FROM HOLMAN RATHER THAN ONE OF ITS COMPETITORS WHO MAY NOT HAVE AN ARBITRATION AGREEMENT.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Agreement, and the arbitrability of the claim or dispute), between You ("You" shall be defined as the Buyers as set forth in the signature block below) and Holman Motors, Inc., or our employees, agents, successors or assigns (collectively "Holman"), which arises out of or relates to your credit application, purchase, lease, or condition of the vehicle or trailer, any retail installment sale contract or lease agreement or any resulting transaction or relationship (including any such relationship with third parties who do not sign your purchase, lease agreement, or financing contract) shall, be submitted to binding arbitration before the American Arbitration Association ("AAA") in accordance with AAA Consumer Arbitration Rules (www.adr.org/consumer), except that in any matter where Claims seek \$500,000 or more, the AAA Commercial Arbitration Rules for Large, Complex Matters (www.adr.org/commercial) will apply. Judgment may be entered on the arbitration award by a Court of competent jurisdiction. Holman and You agree that Claims submitted to arbitration shall be decided in a single arbitration before a single Arbitrator who must be on the AAA National Roster of Commercial Arbitrators and selected in accordance with the AAA Rules. Arbitration is less formal than a lawsuit in court; uses a neutral arbitrator instead of a judge or jury; allows for more limited discovery than in court; and is subject to very limited court review. Arbitrators have authority to award the same damages and relief that a court can award. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Agreement shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district where this transaction was originated. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$1,500, unless the law or the rules of the chosen arbitration organization requires us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator rules in our favor. Except as set forth above, each party shall be responsible for its own costs, including attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Agreement, then the provisions of this Arbitration Agreement shall control. Any arbitration under this Arbitration Agreement shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and Holman retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor Holman waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Agreement shall survive the cancellation, termination, payoff or transfer of any retail installment sale contract or lease agreement, and any related credit, vehicle sale, or lease documents. If any part of this Arbitration Agreement, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Agreement shall be unenforceable. This Arbitration Agreement is part of any retail installment sale contract or lease agreement you sign and any related credit, vehicle sale, or lease documents.

Buyer

Buyer

Holman Motors, Inc.

By:

X

DOB

PROPERTY INSURANCE - I may obtain property insurance from anyone I want that is

Origination Fee \$ 225.00
 (less) Origination Fee \$ 225.00
 Amount Financed \$ 68966.02

(of the items marked above with an asterisk)



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>
CELL: 859-393-2325

CUSTOMER NO.	96260	ADVISOR	HAYDEN BAILEY	1109	TAG NO.	1013	INVOICE DATE	02/21/22	INVOICE NO.	RVCS445241
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095		LABOR RATE	LICENSE NO.		MILEAGE	1	COLOR	STANTON/	STOCK NO.	46817
CMKBMURRAY@MSN.COM		YEAR / MAKE / MODEL				DELIVERY DATE		DELIVERY MILES		
RESIDENCE PHONE 859-445-1462		21/KEYSTONE/TT/ALPINE 3850RD				06/29/21		0		
BUSINESS PHONE 859-393-2325		VEHICLE I.D. NO.				SELLER DEALER NO.		PRODUCTION DATE		
		4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3								
		F.T.E. NO.				P.O. NO.		R.O. DATE		
						11/15/21				
COMMENTS		MO: 1								

JOB# 1 CHARGES

LABOR		TECH(S): 1211				161.03
J# 1 01RVZWT21		WINTERIZE				
		WINTERIZE WATER SYSTEM USING RV ANTI-FREEZE.				
		UNITS WITH WASHER/DRYER HOOKUP AND/OR ICE MAKERS				
		ARE SLIGHTLY HIGHER.				
		WINTERIZED UNIT.				
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	3	13-1640	ANTIFREEZE	5.99	5.99	17.97
	6	LPB	PROPANE			
TOTAL - PARTS						17.97
MISC		CODE	DESCRIPTION	CONTROL NO		
		SSRV	SHOP SUPPLIES RV			5.00
TOTAL - MISC						5.00
JOB# 1 TOTALS						
		LABOR				161.03
		PARTS				17.97
		MISC				5.00
		JOB# 1 JOURNAL PREFIX RVCS JOB# 1 TOTAL				184.00

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.

THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

NOTICE

THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.

JOB# 2 CHARGES

LABOR		TECH(S): 111 852				WARRANTY
J# 2 40RVZ		EXTERIOR				
		CUSTOMER STATES: ROAD SIDE FRONT SIDE WALL IS BEGINNING TO CRACK AT THE BOTTOM LEFT OF THE SLIDE OUT.				
		VERIFIED 1/25/2022 Dave from Keystone called and stated they will approve this job as a one time goodwill for 25.00hrs.				
		REPAIRED SIDEWALL PER ESTIMATE.				
ARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	MP5430	GLUE 400MIL			WARRANTY
		BILL MIXER 06-24T				
	5	DGB948	MAST WELD 948			WARRANTY
	1	06-24T	STATIC MIXER			WARRANTY
	1	MP5430	GLUE 400MIL			WARRANTY
		BILL MIXER 06-24T				
	2	06-24T	STATIC MIXER			WARRANTY
	85	0229763	WALL SKIN			WARRANTY
	10	BPW-14X4	4-WAY WIRE			WARRANTY
	25	337226	TRIM BLK FT			WARRANTY
	2	HV350	ADHESIVE/SEALAN			WARRANTY
	3	13-0902	1IN PUTTY TAPE			WARRANTY
	1	14-2443	CLEAR SILICONE			WARRANTY
	4	49329	DICOR WHT SELF			WARRANTY
	2	20-6945	BLK 16FT FLAT W/INS			WARRANTY
	15	6B-BC	14-16 BLUE BUTT			WARRANTY
	1	08609	WINDO WELD			WARRANTY
	1	08609	WINDO WELD			WARRANTY
TOTAL - PARTS						0.00



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123
<https://www.holmanrv.com>
CELL: 859-393-2325

CUSTOMER NO.	96260	ADVISOR	HAYDEN BAILEY	1109	TAG NO.	1013	INVOICE DATE	02/21/22	INVOICE NO.	RVC5445241
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095		LABOR RATE	LICENSE NO.		MILEAGE	1	COLOR	STANTON/	STOCK NO.	46817
CMKBMURRAY@MSN.COM		YEAR / MAKE / MODEL 21/KEYSTONE/TT/ALPINE 3850RD				DELIVERY DATE 06/29/21		DELIVERY MILES 0		
RESIDENCE PHONE 859-445-1462		VEHICLE I.D. NO. 4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3				SELLER DEALER NO.		PRODUCTION DATE		
BUSINESS PHONE 859-393-2325		F.T.E. NO.				P.O. NO.		R.O. DATE 11/15/21		
COMMENTS		MO: 1								
G.O.G. & SUPPLIES										
FREIGHT AND CRATE					TOTAL - GOG		WARRANTY		0.00	
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----					TOTAL - MISC		WARRANTY		0.00	
RVPAINT PAINT AND MAT'L										
SSRV SHOP SUPPLIES RV										
JOB# 2 TOTALS-----					JOB# 2 JOURNAL PREFIX RVCS		JOB# 2 TOTAL		0.00	
JOB# 3 CHARGES-----										
LABOR-----										
JOB# 3 42RVZSINK SINK TECH(S):1034					0.00					
CUSTOMER STATES: KITCHEN SINK DRAIN PLUG WILL NOT HOLD ANY WATER IN THE SINK.										
FOUND STRAINER BROKEN ONLY HAVE TWO PIECES.										
INSTALLED REPLACEMENT STRAINER. TESTED OPERATION.										
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----					TOTAL - PARTS		INTERNAL		0.00	
1 10-0573 STRAINER CHROME										
JOB# 3 TOTALS-----					JOB# 3 JOURNAL PREFIX RVCS		JOB# 3 TOTAL		0.00	
JOB# 4 CHARGES-----										
LABOR-----										
JOB# 4 42RVZSHOWER SHOWER TECH(S):1034					WARRANTY					
CUSTOMER STATES: SHOWER DOOR LATCH WILL NOT KEEP THE DOORS LATCHED WHEN TRAVELING.										
VERIFIED.										
INSTALLED REPLACEMENT TRAVEL LATCH.										
ARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----					TOTAL - PARTS		WARRANTY		0.00	
1 372950 SH DR LATCH										
1 371962 LATCH,DOOR										
G.O.G. & SUPPLIES-----					TOTAL - GOG		WARRANTY		0.00	
UPS										
UPS										
JOB# 4 TOTALS-----					JOB# 4 JOURNAL PREFIX RVCS		JOB# 4 TOTAL		0.00	
JOB# 5 CHARGES-----										
LABOR-----										
JOB# 5 41RVZ INTERIOR TECH(S):1034					WARRANTY					
CUSTOMER STATES: CEILING FAN DOES NOT WORK AT ALL.										
PAGE 2 OF 11					CUSTOMER COPY		(CONTINUED ON NEXT PAGE)		03:34pm	

LIMITED WARRANTY: The only warranties applying to this party are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this party and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.

THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

NOTICE

THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>
CELL: 859-393-2325

CUSTOMER NO.	96260	ADVISOR	HAYDEN BAILEY	1109	TAG NO.	1013	INVOICE DATE	02/21/22	INVOICE NO.	RVCS445241																					
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095 CMKBMURRAY@MSN.COM	LABOR RATE	LICENSE NO.	MILEAGE	1	COLOR	STANTON/	STOCK NO.	46817																							
	YEAR / MAKE / MODEL	21/KEYSTONE/TT/ALPINE 3850RD				DELIVERY DATE	06/29/21	DELIVERY MILES	0																						
	VEHICLE I.D. NO.	4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3				SELLER DEALER NO.		PRODUCTION DATE																							
	F.T.E. NO.	P.O. NO.		R.O. DATE		11/15/21																									
RESIDENCE PHONE	859-445-1462	BUSINESS PHONE	859-393-2325	COMMENTS							MO: 1																				
<p>VERIFIED, DISASSEMBLED AND REASSEMBLED SWITCH AND FAN. TESTED OPERATION. FAN IS DEFECTIVE. INSTALLED REPLACEMENT CEILING FAN. TESTED OPERATION.</p>																															
<table border="0"> <thead> <tr> <th>PARTS-----</th> <th>QTY----</th> <th>FP-NUMBER-----</th> <th>DESCRIPTION-----</th> <th>LIST PRICE</th> <th>UNIT PRICE</th> <th>WARRANTY</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>453875</td> <td>FAN CEILING 42IN</td> <td></td> <td></td> <td>0:00</td> </tr> <tr> <td colspan="6" style="text-align: right;">TOTAL - PARTS</td> <td>0:00</td> </tr> </tbody> </table>											PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE	WARRANTY		1	453875	FAN CEILING 42IN			0:00	TOTAL - PARTS						0:00
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE	WARRANTY																									
	1	453875	FAN CEILING 42IN			0:00																									
TOTAL - PARTS						0:00																									
<table border="0"> <thead> <tr> <th>G.O.G. & SUPPLIES-----</th> <th>WARRANTY</th> </tr> </thead> <tbody> <tr> <td>UPS</td> <td>0:00</td> </tr> <tr> <td colspan="2" style="text-align: right;">TOTAL - GOG</td> </tr> </tbody> </table>											G.O.G. & SUPPLIES-----	WARRANTY	UPS	0:00	TOTAL - GOG																
G.O.G. & SUPPLIES-----	WARRANTY																														
UPS	0:00																														
TOTAL - GOG																															
<p>JOB# 5 TOTALS-----</p> <p>JOB# 5 JOURNAL PREFIX RVCS JOB# 5 TOTAL 0:00</p>																															
<p>JOB# 6 CHARGES-----</p> <p>LABOR-----</p> <p>J# 6 41RVZ1 INTERIOR TECH(S):1034 0:00</p> <p>CUSTOMER STATES: CEILING FAN HAS A SCREW MISSING AND ONE SCREW DOES NOT EVEN MATCH. VERIFIED. CONFIRMED REMEDIED WITH JOB 5 REPAIR.</p>																															
<p>JOB# 6 TOTALS-----</p> <p>JOB# 6 JOURNAL PREFIX RVCS JOB# 6 TOTAL 0:00</p>																															
<p>JOB# 7 CHARGES-----</p> <p>LABOR-----</p> <p>J# 7 05RVZ ELECTRICAL TECH(S):1034 0:00</p> <p>CUSTOMER STATES: BREAKER LABELED 'VAC' DOES NOT RUN THE VAC. 'DRYER' BREAKER RUNS THE VAC. CHECKED AND FOUND CUSTOMER DID NOT COUNT OVER TO MATCH BREAKER WITH LABEL. LABELS NOT PERFECTLY CENTERED UNDER THE BREAKER. CREATED TWO LABELS AND INSTALLED UNDER BREAKER. TESTED OPERATION.</p>																															
<p>JOB# 7 TOTALS-----</p> <p>JOB# 7 JOURNAL PREFIX RVCS JOB# 7 TOTAL 0:00</p>																															
<p>JOB# 8 CHARGES-----</p> <p>LABOR-----</p> <p>J# 8 05RVZ ELECTRICAL TECH(S):1034 0:00</p> <p>CUSTOMER STATES: WHEN VAC IS RUNNING AND 'VAC' BREAKER IS TURNED ON, VAC LOSES SOME POWER. VERIFIED. FOUND FILTER DIRTY. CLEANED FILTER. TESTED OPERATION. MAINTENANCE, NOT A MANUFACTURE DEFECT.</p>																															
<p>JOB# 8 TOTALS-----</p> <p>JOB# 8 JOURNAL PREFIX RVCS JOB# 8 TOTAL 0:00</p>																															

LIMITED WARRANTY: The only warranty applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.

THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

NOTICE

THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>

CELL: 859-393-2325

CUSTOMER NO.	96260	ADVISOR	HAYDEN BAILEY	1109	TAG NO.	1013	INVOICE DATE	02/21/22	INVOICE NO.	RVCS445241		
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095		LABOR RATE	LICENSE NO.		MILEAGE		1	COLOR	STANTON/	STOCK NO.	46817	
CMKBMURRAY@MSN.COM		YEAR / MAKE / MODEL 21/KEYSTONE/TT/ALPINE 3850RD					DELIVERY DATE		06/29/21	DELIVERY MILES		0
RES. PHONE 859-445-1462		BUSINESS PHONE 859-393-2325		VEHICLE I.D. NO. 4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3			SELLER DEALER NO.		PRODUCTION DATE			
		F.T.E. NO.		P.O. NO.		R.O. DATE		11/15/21				
COMMENTS											MO: 1	

JOB# 9 CHARGES

LABOR

J# 9 41RVZFURN FURNITURE TECH(S):1034 0.00
CUSTOMER STATES: MASSAGE AND HEAT OPTION ON CHAIR CLOSEST TO THE STEPS DOES NOT WORK.
VERIFIED FOUND HEAT AND MASSAGE NOT CONNECTED TO CONTROLLER.
CONNECTED. TESTED OPERATION.

JOB# 9 TOTALS

JOB# 9 JOURNAL PREFIX RVCS JOB# 9 TOTAL 0.00

JOB# 10 CHARGES

LABOR

J#10 46RVZS STOVE TECH(S):1034 INTERNAL
CUSTOMER STATES: IGNITER IS STUCK ON STOVE.
VERIFIED INOP. FOUND BATTERY DEAD IN IGNITER.
INSTALLED REPLACEMENT BATTERY TESTED OPERATION.
NOT A MANUFACTURE DEFECT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
	1	69-5093	AA BATTERIES			INTERNAL
TOTAL - PARTS						0.00

JOB# 10 TOTALS

JOB# 10 JOURNAL PREFIX RVCS JOB# 10 TOTAL 0.00

JOB# 11 CHARGES

LABOR

J#11 40RVZ1 EXTERIOR TECH(S):1034 WARRANTY
CUSTOMER STATES: WATER LINES ARE SHOWING ON OUTSIDE OF KITCHEN SLIDE OUT. IS THIS NORMAL?
CONFIRMED WATER LINES SHOWING IS NORMAL.
NO PROBLEMS FOUND AT THIS TIME.

JOB# 11 TOTALS

JOB# 11 JOURNAL PREFIX RVCS JOB# 11 TOTAL 0.00

JOB# 12 CHARGES

LABOR

J#12 80RVZ3 EMBLEMS TECH(S):1034 WARRANTY
CUSTOMER STATES: 'ALPINE' DECAL ON FRONT CAP HAS LETTERS STARTING PEEL.
VERIFIED. 2 LETTERS ARE COMING LOOSE.
PREPPED AND CLEANED AREAS OF CONCERN RE-SECURED LOOSE LETTERS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	PK-5125333	DECAL KIT			WARRANTY
TOTAL - PARTS						0.00

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from this selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.

THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

NOTICE

THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>

CELL: 859-393-2325

CUSTOMER NO. 96260	ADVISE FOR HAYDEN BAILEY 1109	TAG NO. 1013	INVOICE DATE 02/21/22	INVOICE NO. RVCS445241
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR STANTON/
CMKBMURRAY@MSN.COM	YEAR/MAKE/MODEL 21/KEYSTONE/TT/ALPINE 3850RD	DELIVERY DATE 06/29/21	STOCK NO. 46817	DELIVERY MILES 0
RESIDENCE PHONE 859-445-1462	VEHICLE I.D. NO. 4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3	SELLER DEALER NO.	PRODUCTION DATE	
BUSINESS PHONE 859-393-2325	F.T.E. NO.	P.O. NO.	R.O. DATE 11/15/21	
COMMENTS				MO: 1

G.O.G. & SUPPLIES		FREIGHT AND CRATE		TOTAL - GOG		WARRANTY 0.00	
JOB# 12 TOTALS		JOB# 12 JOURNAL PREFIX RVCS		JOB# 12 TOTAL		0.00	
JOB# 13 CHARGES		LABOR		TECH(S): 1034		WARRANTY 0.00	
J#13 46RVZE		REFRIGERATOR		CUSTOMER STATES: ICE MAKER DOES NOT WORK AT ALL. TESTED. FOUND ICE MAKER OPERATIONAL. NO PROBLEMS FOUND AT THIS TIME.		90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.	
JOB# 13 TOTALS		JOB# 13 JOURNAL PREFIX RVCS		JOB# 13 TOTAL		0.00	
JOB# 14 CHARGES		LABOR		TECH(S): 1034		WARRANTY	
J#14 41RVZ2		INTERIOR		CUSTOMER STATES: BACKSPLASH IS MELTED BEHIND THE STOVE. VERIFIED. ###1/19/2021 KEYSTONE IS REQUESTING MORE PICS OF THE CAUSE OF DEFECT. ### REMOVED/REINSTALL MICROWAVE, 120 VOLT OUTLET, AND TRIM. INSTALLED REPLACEMENT BACKSPLASH.		THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.	
PARTS		QTY		FP-NUMBER		DESCRIPTION	
1		674323				BACKSPLASH	
1		14-2443				CLEAR SILICONE	
1		13-9307				STAPUT SPM SPR	
1		A9246				CLAMP 9246	
TOTAL - PARTS						0.00	
JOB# 14 TOTALS		JOB# 14 JOURNAL PREFIX RVCS		JOB# 14 TOTAL		0.00	
JOB# 15 CHARGES		LABOR		TECH(S): 1034		WARRANTY	
J#15 41RVZ0		INTERIOR TRIM		CUSTOMER STATES: BACKSPLASH IS BUCKLED AT MAIN COUNTER AREA. VERIFIED. REMOVED/REINSTALLED BACKSPLASH, OUTLET, AND I.S CORNER TRIM. ATTACHED WITH ADHESIVE.		THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.	
JOB# 15 TOTALS		JOB# 15 JOURNAL PREFIX RVCS		JOB# 15 TOTAL		0.00	
JOB# 16 CHARGES		LABOR		TECH(S): 1034		WARRANTY	
J#16 81RVZ		INTERIOR TRIM				0.00	



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>

CELL: 859-393-2325

CUSTOMER NO.	96260	ADVISOR	HAYDEN BAILEY	1109	TAG NO.	1013	INVOICE DATE	02/21/22	INVOICE NO.	RVCS445241
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095 CMKBMURRAY@MSN.COM	LABOR RATE	LICENSE NO.	MILEAGE	1	COLOR	STANTON/	STOCK NO.	46817		
	YEAR / MAKE / MODEL	21/KEYSTONE/TT/ALPINE 3850RD			DELIVERY DATE	06/29/21	DELIVERY MILES	0		
	VEHICLE I.D. NO.	4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3			SELLER DEALER NO.		PRODUCTION DATE			
	F.T.E. NO.				P.O. NO.		K.O. DATE	11/15/21		
RESIDENCE PHONE 859-445-1462	BUSINESS PHONE 859-393-2325	COMMENTS							MO: 1	
CUSTOMER STATES: CEILING IS CRACKED IN THE LIVING ROOM AREA. CHECK CEILING FOR MORE CRACKS. VERIFIED. FOUND CEILING DECOR PAPER CRACKED APART. TOUCHED UP AND FILLED WITH COLOR PUTTY.							LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.			
JOB# 16 TOTALS----- JOB# 16 JOURNAL PREFIX RVCS JOB# 16 TOTAL 0.00							90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.			
JOB# 17 CHARGES----- LABOR----- J#17 44RVZLITE EXTERIOR LIGHTS TECH(S):1034 WARRANTY CUSTOMER STATES: NOT ALL LED LIGHT FOR AWNING ARE WORKING. VERIFIED. INSTALLED REPLACEMENT LED LIGHTS. TESTED OPERATION.							THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.			
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE----- 1 56-1026 AWN LIGHT STRIP TOTAL PARTS WARRANTY 0.00							• YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT. • OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.			
JOB# 17 TOTALS----- JOB# 17 JOURNAL PREFIX RVCS JOB# 17 TOTAL 0.00							NOTICE THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.			
JOB# 18 CHARGES----- LABOR----- J#18 44RVZ1 ELECTRICAL TECH(S):1034 WARRANTY CUSTOMER STATES: NOT ALL LED LIGHT ON FRONT CAP ARE WORKING. CHECKED ALL OPERATIONAL. NO PROBLEMS FOUND AT THIS TIME.										
JOB# 18 TOTALS----- JOB# 18 JOURNAL PREFIX RVCS JOB# 18 TOTAL 0.00										
JOB# 19 CHARGES----- LABOR----- J#19 42RVZ PLUMBING TECH(S):1034 0.00 CUSTOMER STATES: SHOWER HEAD HOLDER IS STRIPPED. WILL NOT TIGHTEN. VERIFIED. ADJUSTED HANGER AND ATTACHED WITH BLACK BUTYL TAPE AND SCREWS.										
JOB# 19 TOTALS----- JOB# 19 JOURNAL PREFIX RVCS JOB# 19 TOTAL 0.00										
JOB# 20 CHARGES----- LABOR----- J#20 41RVSZINTDOOR INTERIOR DOOR TECH(S):1034 INTERNAL CUSTOMER STATES: PANTRY DOOR HAS A NICK IN IT. VERIFIED.###1/19/2022 DAMAGE NOT COVERED ### INSTALLED REPLACEMENT PANTRY DOOR. TRANSFERRED KNOB, AND LATCH ASSEMBLY. TESTED OPERATION.										



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>
CELL: 859-393-2325

CUSTOMER NO.	96260	ADVISOR	HAYDEN BAILEY	1109	TAG NO.	1013	INVOICE DATE	02/21/22	INVOICE NO.	RVCS445241	
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095		LABOR RATE	LICENSE NO.		MILEAGE	1	COLOR	STANTON/	STOCK NO.	46817	
CMKBMURRAY@MSN.COM		YEAR / MAKE / MODEL		21/KEystone/TT/ALPINE 3850RD		DELIVERY DATE		06/29/21		DELIVERY MILES	0
RESIDENCE PHONE 859-445-1462		BUSINESS PHONE 859-393-2325		VEHICLE I.D. NO.		4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3		SELLER DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE		11/15/21			
		COMMENTS		MO: 1							

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
	1	662849	door, pass 23x72			0.00
TOTAL - PARTS						0.00
G.O.G. & SUPPLIES						INTERNAL
UPS CRATE						INTERNAL
TOTAL - GOG						0.00
JOB# 20 TOTALS						
JOB# 20 JOURNAL PREFIX RVCS						0.00
JOB# 21 CHARGES						
LABOR						
J#21 41RVZ17	INTERIOR DOOR		TECH(S):1034		0.00	
CUSTOMER STATES: WHEN UNIT IS COMPLETELY LEVEL WILL NOT CLOSE PROPERLY. VERIFIED. DOOR HINGE SCREWS LOOSE AND PARTIALLY STRIPPED. INSTALLED FOUR REPLACEMENT LONGER HINGE SCREWS.						
JOB# 21 TOTALS						
JOB# 21 JOURNAL PREFIX RVCS						0.00
JOB# 22 CHARGES						
LABOR						
J#22 81RVZ2	INTERIOR TRIM		TECH(S):1034		0.00	WARRANTY
CUSTOMER STATES: STAPLES AND NAILS ARE POPPING OUT THROUGHOUT THE UNIT. ONLY AREA FOUND WAS BY STEPS GOING UP TO LIVING AREA. REMOVED LOOSE STAPLES AND FILLED HOLES WITH COLOR PUTTY.						
JOB# 22 TOTALS						
JOB# 22 JOURNAL PREFIX RVCS						0.00
JOB# 23 CHARGES						
LABOR						
J#23 41RVZASSIST	CABINET		TECH(S):1034		0.00	
CUSTOMER STATES: CABINETS RIGHT BEFORE YOU GO UP THE STEPS ON THE RIGHT HAVE TO BE CLOSED AT THE SAME TIME FOR THEM TO CLOSE PROPERLY. VERIFIED. ADJUSTED ALL FOUR LOWER CABINET DOOR. TESTED OPERATION.						
JOB# 23 TOTALS						
JOB# 23 JOURNAL PREFIX RVCS						0.00
JOB# 24 CHARGES						
LABOR						
J#24 41RVZCABINTRY2	CABINET		TECH(S):1034		0.00	
CUSTOMER STATES: CABINET LEFT OF TV DOES NOT CLOSE PROPERLY. VERIFIED.						

PAGE 7 OF 11 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 03:34pm

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.

THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

NOTICE

THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>
CELL: 859-393-2325

CUSTOMER NO. 96260	NAME: HAYDEN BAILEY	1109	TAG NO. 1013	INVOICE DATE 02/21/22	INVOICE NO. RVCS445241
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR STANTON/	STOCK NO. 46817
CMKBMURRAY@MSN.COM	YEAR / MAKE / MODEL 21/KEYSTONE/TT/ALPINE 3850RD	DELIVERY DATE 06/29/21	DELIVERY MILES 0	SELLER DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 859-445-1462	VEHICLE ID NO. 4YDF3852XME781013	F.T.E. NO.	R.O. NO.	R.O. DATE 11/15/21	
BUSINESS PHONE 859-393-2325	COMMENTS	MO: 1			

INTAKE 65°F EXHAUST 50°F. REMOVED/REINSTALLED A/C COVER AND SHROUD. FOUND FREEZE SENSOR NOT IN COIL. CONNECTED FREEZE SENSOR. COIL FROZE UP. REMOVED/REINSTALLED IN TAKE IN BEDROOM FOUND DUCT COLLAPSED CAUSING RESTRICTED AIR FLOW. RETEST AFTER DEFROSTING A/C. A/C OPERATIONAL. INTAKE 66°F EXHAUST 46°F. VOLTAGE 119 AMP 10. UNTIL COIL FROZE UP A SECOND TIME. REMOVED/REINSTALLED A/C SHROUD. MARKED CENTER OF VENT HOLE. CUT OUT HOLES AND INSTALLED RETURN AIR GRILL WITH FILTER. TESTED A/C OPERATION. VERIFIED GOOD AIR FLOW.				LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE----- 1 489915 RETURN AIR GRILL 1 69-1242 A/C FILTER16X16 1 13-1102 FOIL TAPE 2IN TOTAL - PARTS 0.00				WARRANTY WARRANTY WARRANTY	
JOB# 28 TOTALS-----				90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.	
JOB# 28 JOURNAL PREFIX RVCS JOB# 28 TOTAL 0.00				THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.	
JOB# 29 CHARGES-----				NOTICE • YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT. • OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.	
LABOR-----				NOTICE THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.	
J#29 09RVZ10 AIR CONDITIONING TECH(S):1034				WARRANTY	
CUSTOMER STATES: REAR A/C UNIT IS BLOWING DEBRIS INSIDE THE CAMPER. A/C DOES NOT WORK PROPERLY. INTAKE 65°F EXHAUST 38°F. VOLT 119 AMP 11. UNIT STARTING TO FREEZE UP. CAUSED BY AIR FLOW RESTRICTION DUE TO DUCT WORK COLLAPSING. REMOVED/REINSTALLED A/C SHROUD. MARKED CENTER OF VENT HOLE. CUT OUT HOLES AND INSTALLED RETURN AIR GRILL WITH FILTER. TESTED A/C OPERATION. VERIFIED GOOD AIR FLOW AND A/C DID NOT FREEZE UP.					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE----- 1 489915 RETURN AIR GRILL 1 69-1242 A/C FILTER16X16 TOTAL - PARTS 0.00				WARRANTY WARRANTY WARRANTY	
JOB# 29 TOTALS-----					
JOB# 29 JOURNAL PREFIX RVCS JOB# 29 TOTAL 0.00					
JOB# 30 CHARGES-----					
LABOR-----					
J#30 05RVZ2 ELECTRICAL TECH(S):1034				0.00	
CUSTOMER STATES: WHEN UNHOOKING UNIT FROM SHORE POWER AND TOWING IT TO A NEW DESTINATION IT SEEMS THE BATTERY IS NOT CHARGING AND WILL NOT ALLOW THE JACKS OR THE SLIDES. TEST CHARGING SYSTEM IN UNIT. TESTED BATTERY. ALL OPERATIONAL. SUGGEST CHECKING TOW VEHICLE TO MAKE SURE THE CHARGE LINE IS WORKING. FUSE MAY NOT BE INSTALLED OR BLOWN.					



HOLMAN MOTORS, INC.

Service Hours

Mon.-Fri.	7:30 am - 7:00 pm
Saturday	7:30 am - 12:00 pm
Sunday	Closed

4387 Elick Lane
Batavia, Ohio 45103
513-752-3123

<https://www.holmanrv.com>
CELL: 859-393-2325

CUSTOMER NO.	96260	ADVISOR	HAYDEN BAILEY	1109	TAG NO.	1013	INVOICE DATE	02/21/22	INVOICE NO.	RVC5445241	
CHAD A MURRAY 5169 KY HIGHWAY 1992 WARSAW, KY 41095 CMKBMURRAY@MSN.COM		LABOR RATE	LICENSE NO.	MILEAGE	1	COLOR	STANTON/	STOCK NO.	46817		
		YEAR/MAKE/MODEL					DELIVERY DATE	06/29/21	DELIVERY MILES	0	
		VEHICLE I.D. NO.					SELLER DEALER NO.	PRODUCTION DATE			
		4 Y D F 3 8 5 2 X M E 7 8 1 0 1 3					R.O. DATE	11/15/21			
RESIDENTIAL PHONE	859-445-1462	BUSINESS PHONE	859-393-2325	COMMENTS						MO: 1	

TOTALS		<p>A SERVICE CHARGE OF 1.5% PER MONTH, 18% APR, WILL BE ADDED TO ALL OVERDUE ACCOUNTS. ALSO LIABLE FOR ALL LEGAL AND COLLECTION FEES.</p>		<p>TOTAL LABOR.... 161.03 TOTAL PARTS.... 17.97 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 5.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 12.42</p>		<p>LIMITED WARRANTY: The only warranties applying to this party are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this party and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.</p>	
<p>PAYMENT METHOD DATE: INITIALS:</p> <p>[] CASH [] VISA/MASTERCARD</p> <p>[] CHECK NO.----- [] DISCOVER</p> <p>[] AMEX</p>		<p>TOTAL INVOICE \$ 196.42</p>		<p>90 DAYS OR 4,000 MILES GUARANTEE, WHICHEVER OCCURS FIRST, ON ALL PARTS & LABOR.</p>		<p>THIS FACILITY CHARGES 5.2% OF THE TOTAL CHARGES UP TO A MAXIMUM OF \$22.00 FOR SHOP MATERIALS.</p>	

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

NOTICE

THIS FACILITY CHARGES \$5.00 A DAY FOR STORAGE FEES ON UNITS LEFT 14 DAYS AFTER INVOICE DATE.